

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
VA Portland Health Care System

# Veteran Guide



**Community Living Center**  
**Comprehensive Rehabilitation Unit**  
VA Portland Health Care System  
Rehabilitation & Long-Term Care Division  
Vancouver Campus

<b><i>Community Living Center Comprehensive Rehabilitation Unit Veteran Guide Table of Contents</i></b>	<b><i>Page #</i></b>
Welcome to the Community Living Center (CLC) CRU	3
CLC CRU Outline	4
CLC CRU Contact Information	5
CRU Mission and Ethical Statement	6
CRU Program	7
Your Experience in the CRU	8-9
Meet the CRU Rehab Team Members	10-15
Services Offered at the CLC/CRU	15-19
CLC/CRU Policies	20-26
Maps	27-28
Notes Page	29-30

## Welcome to the CLC-CRU!



We are pleased to welcome you to the VA Portland Health Care System (VAPORHCS) Community Living Center (CLC) Comprehensive Rehabilitation Unit (CRU).

This Veteran Guide contains information about our facility, program, staff, and services, and to help you learn about the CLC CRU and get the most of your stay here.

For more information about the CLC, please visit  
[https://www.portland.va.gov/services/Rehabilitation\\_and\\_Long\\_Term\\_Care.asp](https://www.portland.va.gov/services/Rehabilitation_and_Long_Term_Care.asp)

We hope that the CLC CRU will meet your needs.

## CLC CRU Outline

The CLC is divided into four (4) neighborhoods. We work hard to have same staffing in each neighborhood so that you can know the people who will be taking care of you.

1. CRU or E-Wing (rehab)– Freedom and Independence Hall
2. C-Wing Skilled (skilled nursing)– Honor and Eagle Hall
3. B-Wing (hospice/skilled nursing/high intensity skilled nursing)– Liberty Hall and Courage Hall

CLC CRU has been an accredited rehabilitation facility through Commission on Accreditation of Rehabilitation Facilities (CARF) since 2003. This means that the CRU is dedicated to the best rehab care for you. Your own treatment plan will be made to meet your needs with the goal of a better quality of life.

The CRU has 18-24 beds. The nurses' station and the dining and living rooms are the center of the unit. We take great care to have your room and area comfortable.

We will give you and your family a tour. The CLC CRU Map is on page 27.

## CLC Contact Information

To call the CLC (from Washington): (360) 696-4061

To call the CLC (from Oregon): (503) 220-8262

### 5 Digit Extension Numbers

B-Wing=33690

C-Wing=33666

CRU/E-Wing=33550

Street Address: VA Portland Health Care System  
Mail code: V3NSCU  
1601 E. Fourth Plain Blvd.  
Vancouver, WA 98661

Mailing Address: VA Portland Health Care System  
Mail code: V3NSCU  
ATTN: VETERAN NAME  
1601 E. Fourth Plain Blvd.  
Vancouver, WA 98661

## **CRU Mission Statement**

Our goal in rehabilitation is to enhance the Veteran's quality of life by helping to improve and maintain functional skills to achieve a maximum level of independence, allowing his/her successful return to life within the community.

We believe this is best reached by making a rehab union with each Veteran that knows and honors his/her needs, skills and goals.

## **CRU Ethical Statement**

The CRU will provide health care and services to Veterans in need, without regard to color, race, religion, creed, age, national origin, sex or the presence of any sensory, mental or physical handicap.

We strive to resolve all differences fairly, objectively, in a timely manner, and at the level most directly involved. You may report violations of this to the Veteran Care Coordinator, who will discuss it with the CLC management team. In cases where mutual satisfaction cannot be achieved, the patient advocate, division manager or VAPORHCS system Ethics Committee will become involved and oversee the resolution of the disagreement.

## CRU Program

CRU provides review, care and help for Veterans skill to move about and care for themselves has been greatly limited. These limits may come from health problems such as strokes, bone and joint problems, or from a recent decline in physical fitness.

The CRU staff is made up of rehab experts. Family members are invited to join care, teaching sessions and family meetings. Working with the Veteran, the team evaluates how the disability has changed the Veterans' skill to act physically, emotionally, and socially. From this review, a personal plan is made.

Referrals to CRU are fully screened to make sure there will be the most Veteran benefit. The average stay is 2-4 weeks, but this may change.

Veterans who are not able to take part in daily care sessions or who are medically frail, may be better served by a referral to other VA or community programs. Veterans on ventilators or with new spinal cord or head injuries will be referred to the right regional programs.



## **Your Experience in the CLC CRU**

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### **Veteran Centered Care**

Veteran Centered Care is the philosophy used at the CLC/CRU. It means putting you at the center including your life and what matters to you, then building healthcare around you.

The goal of this approach is for the interdisciplinary team to build a fully engaged partnership with you and your family, which provides for optimal healing environments and improved health outcomes for you.

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### **Interdisciplinary Team**

The interdisciplinary team is a group of health care experts who are trained in many jobs. This team works to plan your care with you. Team members included are; doctors, nurses, social workers, dietitians, recreation therapists, physical therapists, occupational therapists, speech language therapists and chaplains.

Most of your care will be done in the CRU. Sometimes an acute illness or condition may need specialized care that is not on hand in the CLC/CRU. If this happens, you may be referred to the VAPORHCS Hospital or an outside hospital.

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### **CRU Rehab Team Meeting**

The rehab team meets weekly to review your treatment goals, rehab progress and discharge plans. In this meeting, the team outlines goals and plans for your ongoing treatment and discharge. After the meeting, the team meets with you to talk about your treatment plan and care goals. Family meetings may be offered if needed



## Family Participation

Family members are encouraged to take part in your plan of care and treatment and may contact your CRU Rehab Team with questions or comments.

Family meeting and weekly CLC Veteran Community meeting are 2 ways family members can take part in their loved one's care.

A family conference is a meeting with the Veteran, family and the health care team. The goal is to learn choices for treatments, get involved with the care and make sure goals are met.

The CLC Veteran community meeting is a group where concerns and ideas can be spoken. It is used as a chance to share news and meet others.

## Meet the CRU Rehab Team Members

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### Providers

**Geriatrician:** A physician who gives complete medical care. Specializes in care of older adults.

**Nurse Practitioner (NP):** An advanced practice nurse who has completed advanced training that is more than basic RN school. They diagnose and treat health conditions and can work in many areas of health care.

**Physiatrist:** A physician who has specialized training in physical medicine and rehabilitation.

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### Nursing Services

**Direct Care Nursing Staff:** Registered Nurses (RN), Licensed Practical Nurses (LPN), and Nursing Assistants (NA) are members of the nursing staff. They help with your daily care and treatments so you can meet your goals. And are there to assist you if needed.

**Restorative Care Nurse:** A RN that does rehab rating, progress, checking and supervision of the restorative nursing program, to ensure the Veteran's highest level of self-care and freedom in activities of daily living. Works together with physical and occupational therapy.

**Veteran Care Coordinator (VCC) RN:** When you are admitted to the CRU, you will be assigned a VCC. Your VCC will talk with you about your health needs and goals and make your care plan give you care and work with the team to meet your needs.

You will make the best progress when you take an active role in making your plan of care. You need to share your needs and wins with your team this will help you reach your goal. Your family are encouraged to meet with your VCC during your stay. If your VCC is not there, talk to other nursing staff for help.

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## Therapy Services

**Occupational Therapy (OT):** Helps increase your ability to handle every-day living activities, such as self-care, eating and/or dressing. OT's also help you adjust or improve thinking and perceptual abilities. OTs may suggest equipment for home to promote your independence.

**Physical Therapy (PT):** Uses methods to help reduce pain, improve or restore your mobility, function and quality of life.

**Respiratory Therapy:** Available by request to help with your breathing and respiratory status. This includes doing a thorough assessment, providing education and training, and working with the Interdisciplinary Team to identify safe and effective treatment options.

**Speech Language Pathology (SLP):** Evaluates and provides treatment to improve or cope with voice, speech, cognition, language, and swallowing impairments.

**Therapeutic Recreation (TR):** provides a wide range of programs:

<b>Weekly Group Activities:</b> <ul style="list-style-type: none"> <li>• Various card games</li> <li>• Bocce Ball</li> <li>• Community Meeting</li> <li>• Seated Tai Chi</li> <li>• Wii bowling</li> <li>• Structured social activities</li> <li>• Seasonal activities</li> </ul>	<b>Individual Activities:</b> <ul style="list-style-type: none"> <li>• Portable radios</li> <li>• CD players</li> <li>• Audio books</li> <li>• Games</li> <li>• Cards</li> <li>• Puzzles</li> <li>• Word searches</li> <li>• Craft supplies</li> <li>• DVDs and personal DVD players</li> <li>• Adaptive equipment</li> </ul>
<b>Night and Weekend Activities:</b> <ul style="list-style-type: none"> <li>• Bingo</li> <li>• Movie Night</li> <li>• Volunteer sponsored activities</li> </ul>	
<b>Community Outings may include:</b> <ul style="list-style-type: none"> <li>• Lunch</li> <li>• Movies</li> <li>• Shopping</li> <li>• Fishing trips</li> <li>• Adaptive bowling</li> <li>• Sporting activities</li> </ul>	<b>Leisure Education</b> includes assisting Veterans continue current leisure pursuits or identify new activities. This may include modifying activities and learning about accessible community resources

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## Social Work Services

**Medical social workers:** provide social, emotional and financial services to CRU Veterans. Each Veteran is assigned a medical social worker who helps coordinate your discharge.

**The Spinal Cord Injury Social Worker:** cover all functions as Medical Social Worker for those Veterans who have spinal cord injuries to help manage the rehabilitation needs specific to SCI.

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## Nutrition Services

A dietitian is a food expert that will meet with you to check your nutritional needs and make a plan to meet your nutritional goals. Snacks are available if you ask and supplements may be ordered if needed to help your health. All Veterans are expected to eat in the dining rooms as part of therapy. The dietitian works closely with other health team members to plan your nutrition care. Your progress will be checked by the dietitian during meals and by routine weight checks and lab draws.

Our **Regular** Select menu lets you decide the meals for yourself. Nutrition counselling can help you choose foods that will help your health and wellbeing. Therapeutic diets are on hand ask your provider for one.

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## Pharmacy

Pharmacists and pharmacy supportive staff give all residents medicines while Veteran are in CLC-CRU and give discharge medicines and instructions to the Veteran and family at discharge. Pharmacists review all medicines used by the Veteran to make sure that they work well, safe, and that the correct drug treatment is being used.

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## Mental Health Services

**Mental Health Nurse:** Coordinates the mental health services and care. Conducts mental health assessment per provider's request and works closely with the psychologist and psychiatrist.

**Psychiatrist:** A physician who specializes diagnosing and treatment of mental health disorders including medication management.

**Psychologist:** Available to evaluate the Veteran's mood and cognitive skills as needed. The psychologist can also provide brief supportive individual and family therapy if needed.

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## Wound/Ostomy Care

The wound/ostomy care team manages complex wounds and ostomy care. The wound/ostomy care team includes a board-certified wound physician available once a week, board certified wound/ostomy nurses provide wound/ostomy consultation services on regular business days. Nursing staff manage wound care and ostomy needs during the night, weekends, and holidays.

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## Chaplain Service

Chaplain Service provides spiritual care for all Veterans and families in the CLC and CRU. Chaplains are spiritual clinicians who work with people from all backgrounds. Services include visiting Veterans, pastoral counseling, weekly reflections, mindfulness, a Sunday service, and contacting community clergy on behalf of Veterans. Chaplains are on-call 24 hours for crisis pastoral care.

### Services

#### **Christian Worship Service**

Sunday in the CLC Chapel 9:00 a.m.

#### **Midday Reflection**

Monday & Friday in the CLC Chapel 1:00 p.m.

#### **Mindfulness**

Wednesday in the CLC Chapel 2:05 p.m.

Twice a year there is a Memorial Service held for CLC Veterans, including CRU Veterans, who have passed away. We welcome Veterans, families, and staff to attend. Contact Chaplain Services for more information (ext. 31435).

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## Voluntary Services

Provides an extra support system to the CRU. Volunteers provide a variety of things, such as hygiene items, socialization, letter writing, and recreational activities.

### Services Offered at the CRU

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- **Active Movement Classes:** Modified Tai Chi and Yoga classes offered throughout the week. Contact your VCC if you are interested in participating.
- **Activity Calendar:** A monthly calendar of scheduled activities is posted in each Veteran's room. A whiteboard with the calendar is posted at the entrance of each neighborhood.
- **Agent Cashier:** Limited hours and by appointment only
- **Aroma Therapy:** Available at each nurses' station. Please talk to the nursing staff about using aroma therapy
- **Barber Services:** Here once per month at no cost. Contact Therapeutic Recreation for more information.
- **Beds:** The nursing staff will show you to how to use the controls to adjust the bed for comfort.
- **Cable Television:** Available for viewing throughout the CRU including television rooms on each wing and a personal television in your room.
- **Call Button:** Can be found by your bed and in your bathroom. Your nursing staff will show you how to use it.



- **Canteen:** Has both a retail store and cafeteria. The retail store is open from 7:30 a.m. to 3:30 p.m. Monday through Friday. The Canteen is closed weekends and Federal holidays.
- **Chronic Pain Class:** Every Thursday at 1000. Chronic Pain Class will help you understand pain, learn ways to cope, and reduce the effects pain has on your life. If interested talk with your VCC.
- **Community Meeting:** Meets every Wednesday at 10 a.m. in the Victory Room. The meetings are open to all Veterans, staff, volunteers and family members. The meetings share information and discuss any interests or concerns about the CLC including CRU.
- **Coffee:** Available in the CRU dining area.
- **Craft Shop:** See the Activity Calendar for dates and times. Craft kits are also available for taking back to your room.
- **Dental Services:** Dental Services is here to give dental care for you during your CRU stay. After your entree, a dentist will look at your mouth and tell you of any problems they see. If you have any mouth pain, have a hard time eating, or have a cut or sore in your mouth, please tell your nurse. Dental Service will see you as soon as possible

Teeth and mouth care aids, such as toothbrush, toothpaste, denture brush, denture creme, may come from home, bought at the Canteen or from Voluntary Service.

- **Diabetes Class:** A group Diabetes Class Series is held every Wednesday at 10:30 a.m. in Room A106. Family is also welcome.

Topics include:

- Road to better Managing Your Diabetes
- Diabetes and Healthy Eating
- Diabetes and Physical Activity
- Monitoring your Blood Glucose
- Support Network for Your Health

- **Escort Service:** Escort help may be available to transport Veterans to the canteen or library. See the unit secretary to schedule escort services to the canteen or VFW.
- **Fisher House:** Provides a "home away from home" for families of Veterans receiving medical care at major military and VA medical centers. The homes provide free temporary lodging so military and Veteran's families who live 50 miles or further from treating facility can be close to their loved ones during a medical crisis. Please see your social worker to request a family member stay in the Fisher house.
- **Head Phones:** Available in each unit upon request from nursing staff. Use of headphones during the day for watching television, listening to music or the radio is strongly encouraged and is required after 10 p.m.
- **Healing Touch:** We are proud to offer Healing Touch. It utilizes gentle touch to balance your mind and body. Healing touch promotes a state of relaxation that has been shown to:
  - Relieve pain
  - Decrease anxiety
  - Improve sleep
  - Reduce stress
  - Promote healing and recovery
  - Boost immune system

The healing touch practitioner will explore your concerns and tailor the session to meet your personal needs. You remain fully clothed. The treatment may be done from your chair, bed or a massage table.

Whether you are recovering from surgery or illness, undergoing cancer treatments, coping with emotional burdens, or just want a good night's rest, you owe it to yourself to try Healing Touch.

Ask your nurse to schedule a session.

- **Laundry:** We have a washer and dryer in the CRU for your use. You or your family may launder your clothes there. If you or your family are unable to manage your laundry, it will be sent to our laundry facility. Your clothing will be marked with your name. You will need enough changes to last four to five days.
- **Laptops and Tablets:** Available to be checked out from Recreation Therapy.
- **Library:** Is located in-between B-Wing and C-Wing in A-Core. Donated books are also located in the television rooms on B-Wing and C-Wing. Audiobooks and musical CDs are available from Recreation Therapy.
- **Lost and Found:** Contact nursing staff.
- **Mail:** Mail is delivered Monday to Friday except Federal holidays. A letter drop box is located near the vending machines. Mail is received by the unit secretary and is available at his/her desk.

Contact Therapeutic Recreation if you need a parcel weighed or require a change of address form or additional postage.

- **Meals:** Nutritious meals are planned by dietitians with consideration of your favorite foods, health conditions, chewing ability and swallowing safety. Tray service to the bedside is available when indicated. Snacks are available in the kitchens located on each unit.

#### BED SERVICE MEAL

Breakfast:	6:45-7:00 a.m.
Lunch:	11:15-11:30 a.m.
Dinner:	4:30-4:45 p.m.

#### CRU MEAL

Breakfast:	7:30 a.m.
Lunch:	12:00 p.m.
Dinner:	5:00 p.m.

- **Newspaper:** The Columbian and Oregonian are delivered daily to the nursing station.
- **Parking:** There are spaces in front of building 11 in parking lot 8 your visitors to park their cars (see map on the last page). Some of these are disabled parking spaces and require a disabled parking sticker.
- **Telephones:** Phones are available inside each room. To get an outside line: Press 9 – 1 then enter number including area code.
- **Transportation:** Transportation is provided by the VA if you have an appointment at the Portland Medical Center. See the unit secretary for information concerning transportation to appointments.
- **Video Library:** A large selection of movies are available through Recreation Therapy. You can also check out a VCR, DVD Player or personal DVD player if needed.
- **Veterans of Foreign Wars (VFW) Service Office:** Appointments available 0830-1430 Monday through Friday. To schedule an appointment, call (360) 696-4583. Location: Building 15, 112-B

All Veterans are welcome!

- Service-connected disability compensation
  - Non-service connected pension
  - Survivors benefits
  - Discharge papers retrieval
  - Aid and attendance
  - Unemployability
  - Free notary service for Veterans and staff
  - DSHS Claims
  - General benefits information
  - Educational benefits
  - VA change of address
  - Support supplies for comfort
  - Clothing room assistance
  - Liaison to VA Benefit System
  - Family Support
- **Wireless Internet:** Available throughout the CLC and CRU.



## CRU Policies

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- **Alcohol and Illicit Drugs:**

Alcohol and the use of drugs including marijuana are not allowed. Any marijuana brought by Veterans must be given to the Veteran's family or representative to take home or be turned over to the Police Service. Your provider will order the medications you need during your CRU stay. You should take only the medications your providers orders when you are here.

- **Bathing/Bathroom:** Bathing is scheduled two times per week. If this schedule does not work for your needs or preferences, let your VCC know and your schedule will be adjusted. If able, you may shower independently. Nursing asks to be informed when the Veteran is going to shower independently. Bed sheets will be changed on posted shower days or more often when needed.

Veterans are encouraged to use the bathroom during the day, as this provides added practice with transfers. Urinal may be used at night and will be emptied by the nursing staff during rounds or as needed (if Veteran not able), but during day and Evening Veterans are encouraged to empty their own urinal (if capable). During the Veteran's last week of stay, it is encouraged for them to use the bathroom at night preparation for discharge (only if applicable). Visitor's bathroom is located at E-117.

- **Compliments, Complaints & Concerns:** Staff are always trying to improve care for our Veterans. We welcome your compliments, complaints and concerns at any point during your stay.
  - **BRAVO:** one of the easiest ways to provide a compliment to a staff member is to fill out a BRAVO award for them. The staff member will be recognized by the BRAVO group. Ask for a BRAVO form at any nurses' station.
  - **The Daisy Award:** If you feel your nurse or nursing staff member has been exceptional, please consider recognizing them with a Daisy Award. Forms are available at the nurses' station.

- If a Veteran has a concern or compliment, we encourage you report it as soon as possible. This gives us the opportunity to fix it while you are still in the CRU and improve your care. Here are ways that you can report a concern or complaint.
  - Contact the charge nurse, VCC, provider or trusted staff member.
  - Bring up the concern or complaint during the during the weekly community meeting.
  - Contact the CLC Nursing Director or CRU Medical Director.
  - Contact the Veteran Advocate. To contact the Veteran advocate, please call (503) 273-5308 or ext. 55308 between the hours of 8:00 a.m. and 4:30 p.m.
- **Dog Visitation Guidelines:** Animal visitation are limited to dogs only.
  - The dog must be approved through Recreation Therapy before visitations begin (Dog pets can only visit they cannot spend the night or stay with the Veteran).
  - You must pick up after your dog.
  - Dogs must be clean, healthy and calm.
  - Handlers must provide Recreation Therapy with current immunization paperwork that includes Rabies and Leptospirosis vaccination.
  - Dogs with hair loss, must be seen by a veterinarian to ensure that it does not have skin diseases.
  - Once approved, handler will be issued a pet clearance card.
  - Dogs must be leashed or in a carrier while in the CLC and CRU.
  - Dogs are prohibited from visiting other rooms or areas.
  - Dogs must be housebroken or kept in a carrier.
  - It is the responsibility of the handler to exercise the pet.
  - Disruptive incidence may lead to the cancellation of the animal's visitation privileges.

For more information, please contact Therapeutic Recreation office at (360) 696-4061, ext. 33002



- **Electrical Appliances:** No heat producing appliances are allowed in your room. Each bed has a personal television. Televisions may not be brought into the CRU due to space limitations. Due to fire risk, extension cords are not allowed. Contact Recreation Therapy for an approved power strip. TV in CRU dining room will be turned off during mealtimes.
- **Furniture:** Only therapeutic furniture such as power wheelchairs, scooters, walkers are allowed in the CRU. Veterans are not allowed to bring in outside furniture due to limited space.
- **Group Living Suggestions:** The CRU is a group living situation. It is a health care facility and not a private home. Admission to CRU can be a stressful time especially for someone who has always had privacy and/or has lived alone.

It is important for each person to realize that all Veterans are considered equal in the CRU. All attempts will be made to help each Veteran to be as comfortable as possible.

It is very important for all Veterans to feel rested. Quiet time is from 10 p.m. to 6 a.m. Some Veterans are quieter at night than others. Each Veteran is responsible for finding ways to promote his/her own rest. Here are some tips to get a good night's sleep:

- Close your bedroom door if possible.
- A fan or other form of *white noise* can drown out other sounds.
- Inexpensive earplugs are available at local stores (Ask recreation therapy for assistance).
- Using headphones if you wish to listen to the radio or watch television after 10 p.m.
- A cup of warm milk or hot tea is relaxing before bedtime.

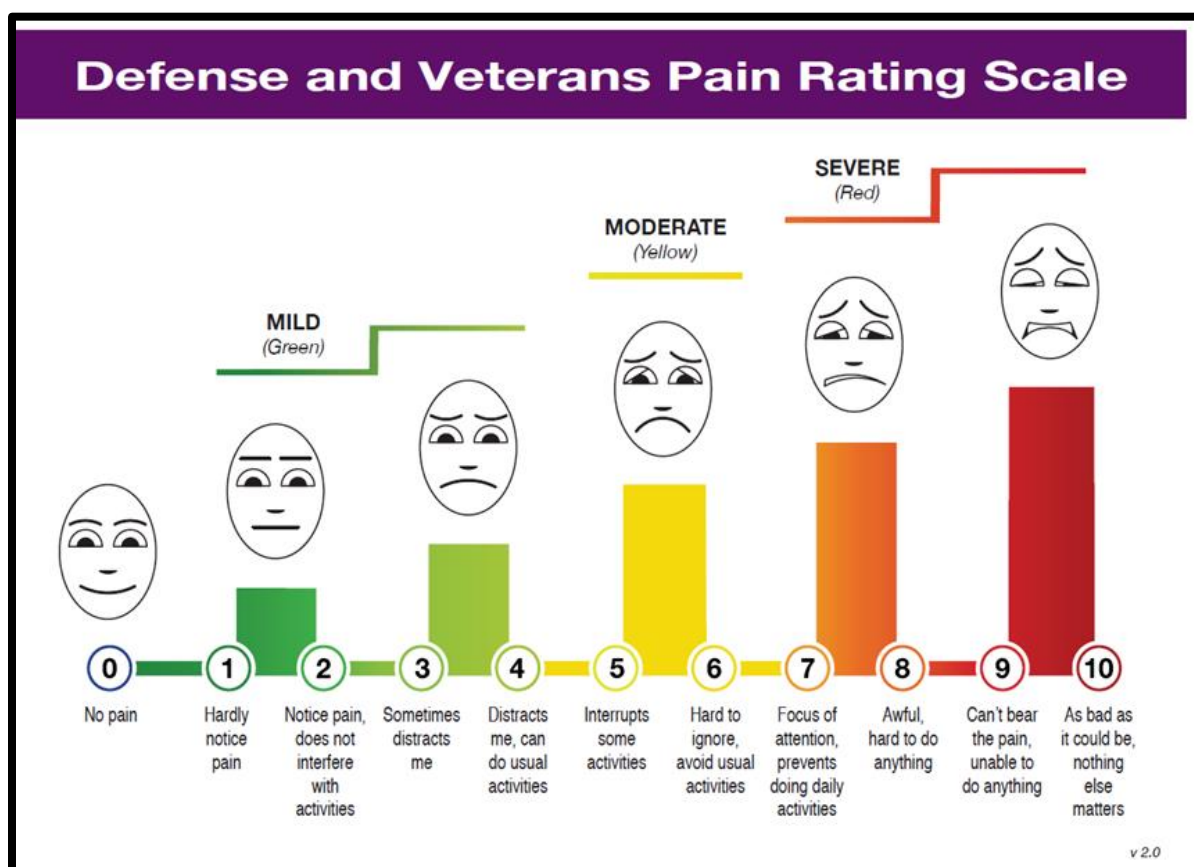
Although the facility tries to keep noise at a minimum after **10 p.m.**, there may be some disturbances. We hope these suggestions will help to promote a restful night in our facility.

- **Money:** We do not recommend that you keep more than \$5.00 with you at any given time.



- **Outside Food:** Veterans and family members should work with their dietitian to determine what food can be brought from home. For food safety reasons, food which requires refrigeration is discouraged. All items must be labeled with Veteran's name and date. Perishable refrigerated items will be discarded after two days.
- **Pain:** You have a right to have pain treated. Untreated pain can limit eating, sleeping, and activity. Tell your interdisciplinary team where and how much you hurt. It may not be possible to relieve all the pain. But your interdisciplinary team can help you reach a pain level you can live with.

Your pain will be assessed frequently. Below is the scale used at the CRU. Please understand that reporting a higher pain scale number does not mean that more pain medications will be given. The best way to treat pain is to use a combination of methods including medications and non-medication interventions.



- **Therapeutic Pass Policy:** A pass is when you leave the Vancouver campus with no staff support but then return to the CRU. It is used to prepare for discharge.
  - You may move freely around the CRU and Vancouver campus unless your medical team tells you otherwise.
  - You do not need a pass for scheduled medical appointments with VA travel.
  - Passes are on hold until your first interdisciplinary meeting.
  - Passes require pre-approval by the provider.
  - Departure time, length of pass, and return time must be stated in the request. These cannot be extended without pre-approval.
  - The provider reviews the medical and personal safety of the Veteran before approving the pass.
  - Passes needing medicines must be requested 48 business hours before the pass.
  - You or your family is responsible for transportation during the pass.
  - For your health and safety, please only take medications ordered by your provider.
  - Car transfer training is necessary for Veteran prior to a home pass.
  - The Veteran and family will be asked to complete a “Home pass Assessment”. This can help the and families to prepare for discharge by uncovering any potential problem areas.
- **Personal Items and Storage:** Personal items such as clothing, razor, bedroom slippers, personal toiletries, pajamas and robe are strongly encouraged. If you use an electric razor, you are encouraged to bring it in for your use. Safety razors are available from the Comfort Cart. Veterans are encouraged to wear comfortable, loose fitting and appropriate street clothing every day. Street clothes are required on any Recreation Therapy outing.

To provide care, staff need space around the bed. Each Veteran has a wardrobe with additional drawers for personal items. No more storage is available in the CRU. Personal items should fit into the wardrobe and drawers in the room. Veterans are encouraged to send any unused personal articles home with loved ones.

- **Prescriptions/ Medication:** Medications will be given to you. Please do not take any medicines except those that we provide for you. Some Veterans will be asked to do a medication safety evaluation preparation for discharge. This may consist of: asking for their medication on time from the medication nurse, knowing their medications, and being able to fill and use a medication reminder-set.
- **Safety:** Veteran wellbeing and safety is our priority. Veteran rooms may not be blocked to prevent entry to staff. Veteran and visitors must always operate power mobility equipment carefully and safely, and at the lowest speed setting.  
**Physical Transfers:** Veterans are asked to follow the physical activity program developed by the interdisciplinary team for all transfers and mobility. These are in place to ensure your safety. For further questions talk with your VCC.
- **Fire exits:** Are located throughout the building and are lighted by overhead "EXIT" signs. Know the exit closest to your room. Safety officers will conduct fire drills for the CRU.
- **Skin Checks:** Conducted by nursing staff on all Veterans weekly to identify any new skin issues like pressure injuries (also known as bed sores or pressure ulcers).
- **Smoking Policy:** All VA facilities including the CLC and CRU are smoke-free. All smoking including use of cigarettes, cigars, pipe smoking, e-cigarettes or vaporizers is prohibited. Smoking cessation treatment options are available. Talk to your VCC if you have further questions or concerns.
- **Therapy Schedule:** Therapy is scheduled Monday through Friday between 8:00 AM and 4:00 PM. The Veteran is encouraged to participate in one to three hour-long therapy sessions per day. In addition, evening and weekend exercise programs are often recommended. Family participation in training and education is encouraged. PT or OT is available on Saturday.

- **Valuables:** Valuables *should not* be kept in your room. Veterans are strongly encouraged to send valuable homes with family members. Veterans who choose to bring in personal items such as radios, laptops, tablets should be aware the VA is not responsible for damaged or stolen items.
- **Visitors/Visiting Hours:** Your friends and family are welcome to visit. CRU visiting hours are from 0830 to 2030. Please call the nurse's station at extension 33550 to discuss the possibility of visitation outside of these hours. Children under the age of 18 must be supervised by a responsible adult. Please respect the right of privacy for all Veterans. If the staff feels a need to limit visits or visitors, you will be informed by the team.
- **Voting:** If you would like to vote, please contact your social worker at least one month prior to election.

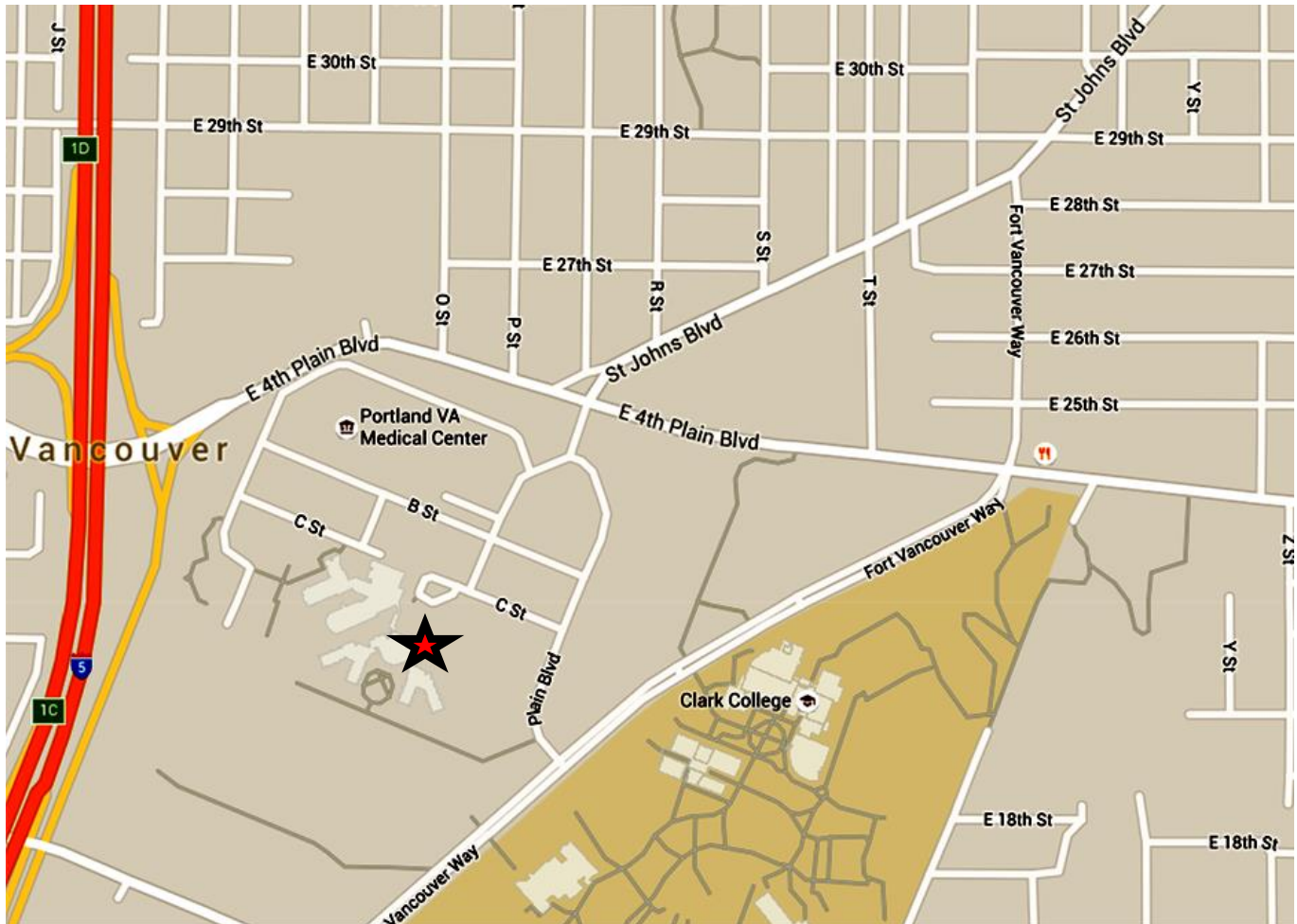
I-5 Southbound

Exit 1D-East Fourth Plain  
Left at the light (Fourth Plain)

I-5 Northbound

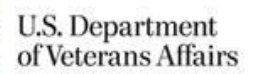
Cross Interstate Bridge  
Exit 1D - Fourth Plain  
Right at light (onto Fourth Plain)

South at the St. Johns Blvd. traffic light, through the VA gate. Left at first left, turn right the second right after two speed bumps, into CLC parking lot.

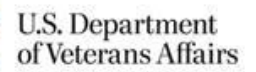






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